

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

In the Matter of:
Andover Post Office
Andover, Illinois

Docket No. A2012-43

**UNITED STATES POSTAL SERVICE NOTICE OF FILING ADDENDUM
TO THE ADMINISTRATIVE RECORD**
(December 22, 2011)

The Postal Service hereby gives notice of the filing of an addendum, Item No. 50, to the administrative record supporting the *Final Determination to Close the Andover, Illinois Post Office and Establish Service by Rural Route Service*, and an updated index of the administrative record. Item No. 50 was added to the official administrative record on December 22, 2011 in an effort to clarify certain details in Item Nos. 33 and 47. The Postal Service submits that the filing of Item No. 50 clarifying the administrative record should not prejudice any party in this proceeding.

The Postal Service also respectfully submits the attached Final Determination, which has been paginated, as a replacement for Item 47 in the Administrative Record filed on November 15, 2011.

Respectfully submitted,

UNITED STATES POSTAL SERVICE
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Official Record Index

Item No.	Description	Date Entered into Record
1.	Request/approval to study for discontinuance	04/01/2011
2.	Notice (if appropriate) to Headquarters of suspension	N/A
3.	Notice (if appropriate) to customers/district personnel of suspension	N/A
4.	Highway map with community highlighted	03/17/2011
5.	Eviction notice (if appropriate)	N/A
6.	Building inspection report & photos of building deficiencies	N/A
7.	Post Office and community photos	03/27/2011
8.	Form 150, <i>Postmaster Workload Information</i>	04/01/2011
9.	Worksheet for calculating work service credit	04/01/2011
10.	Window transaction record	04/18/2011
11.	Record of incoming mail	04/18/2011
12.	Record of dispatched mail	04/19/2011
13.	Administrative postmaster/OIC comments	04/08/2011
14.	Inspection Service/local law enforcement vandalism reports	04/01/2011
15.	Post Office fact sheet	04/29/2011
16.	Community fact sheet	04/29/2011
17.	Alternate service options/cost analysis	04/29/2011
18.	Form 4920, <i>Post Office Closing or Consolidation Proposal—Fact Sheet</i> (with past three fiscal years of total revenue and revenue units)	05/05/2011
19.	Analysis of investigative findings/recommendations	N/A
20.	Questionnaire instruction letter to postmaster/OIC	05/05/2011
21.	Cover letter, questionnaire, and enclosures	05/05/2011
22.	Returned customer questionnaires & PO response letters	06/27/2011
23.	Analysis of questionnaires	07/11/2011

Item No.	Description	Date Entered into Record
24.	Community meeting roster	06/08/2011
25.	Community meeting analysis	06/08/2011
26.	Community meeting letter	N/A
27.	Petition and Postal Service response letter (if appropriate)	N/A
28.	Congressional inquiry and Postal Service response letter	06/13/2011
28a.	Additional customer input	06/15/2011
29.	Proposal checklist	06/28/2011
30.	District notification to Government Affairs	06/20/2011
31.	Instructions to postmaster/OIC to post proposal	06/28/2011
32.	Invitation for comments exhibit	07/07/2011
33.	Proposal exhibit	07/07/2011
34.	Comment form exhibit	07/07/2011
35.	Instructions for postmaster/OIC to remove proposal	09/02/2011
36.	Round-date stamped proposals & invitations for comments	10/04/2011
37.	Notification of taking proposal & comments under consideration	09/07/2011
38.	Customer comments and Postal Service response letters	08/15/2011
39.	Premature PRC appeal & Postal Service response letter	N/A
40.	Analysis of comments	10/04/2011
41.	Revised proposal (if appropriate)	N/A
42.	Updated Form 4920 (if appropriate)	N/A
43.	Certification of record	10/04/2011
44.	Log of Post Office discontinuance actions	10/04/2011
45.	Transmittal to Vice President, delivery and retail, from district manager, customer service and sales	10/05/2011
46.	Headquarters' acknowledgment of receipt of record	10/05/2011
47.	Final determination transmittal letter from Headquarters	10/11/2011

Item No.	Description	Date Entered into Record
48.	Instruction letter to postmaster/OIC on posting	10/17/2011
49.	Round-date stamped final determination cover sheets	11/18/2011
50.	Memo to Record	12/22/2011

Item # 47
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Date of Posting: 10/17/2011

Date of Removal: 11/18/2011

FINAL DETERMINATION TO CLOSE
THE ANDOVER, IL POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1353053 - 61233

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Andover, IL Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Lynn Center Post Office, located three miles away. Service will be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster retired on September 30, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Study for discontinuance request based on minimal workload, revenue, need for more operational efficiency and the ability for the Postal Service to provide effective and regular service by an alternate means.

The Andover Post Office, an EAS-11 level, provides service from 08:30 - 11:30 - 13:00 - 16:45 Monday - Friday, 08:30 - 09:45 Saturday and lobby hours of 06:00 - 20:30 on Monday - Friday and 06:00 - 20:30 on Saturday to 240 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 11 transaction(s) accounting for 10 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$43,176 (113 revenue units) in FY 2008; \$43,431 (113 revenue units) in FY 2009; and \$39,311 (103 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On June 07, 2011, representatives from the Postal Service were available at Augustana Lutheran Church to answer questions and provide information to customers. 147 customer(s) attended the meeting.

On May 05, 2011, 240 questionnaires were distributed to delivery customers of the Andover Post Office. Questionnaires were also available over the counter for retail customers at the Andover Post Office. 104 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 21 favorable, 63 unfavorable, and 20 expressed no opinion.

One congressional inquiry was received on June 13, 2011.

When this final determination is implemented, delivery and retail services will be provided by the Lynn Center Post Office, an EAS-13 level office. Window service hours at the Lynn Center Post Office are from 07:00-11:00 & 13:30-17:00, Monday through Friday, and 07:00 09:00 on Saturday. There are 59 post office boxes available.

The proposal to close the Andover Post Office was posted with an invitation for comment at the Andover Post Office and Lynn Center Post Office from July 07, 2011 to September 07, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer asked if the surveys were being sent to neighboring towns.
Response: Post Offices are reviewed on a case by case basis. When there is a vacancy in an office, it is customary to conduct a study. Andover does not have a sitting postmaster and the questionnaires are sent only to the town that is being studied for discontinuance
2. **Concern:** Customer expressed a concern about package delivery and pickup.
Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
3. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

- Response:** The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
4. **Concern:** Customers asked why their Post Office was being discontinued while others were retained.
- Response:** Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
5. **Concern:** Customers expressed concern about having to erect a rural mailbox.
- Response:** Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.
6. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.
- Response:** The Postal Service is helping to preserve the community name by continuing the use of Andover Illinois in addresses.
7. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.
- Response:** The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses, as long as CBU's are utilized.
8. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.
- Response:** The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses, if CBU's are used.
9. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.
- Response:** The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.
10. **Concern:** Customers expressed concern over the dependability of rural route service.
- Response:** Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.
11. **Concern:** Customers expressed concern that postal employees at the administrative Post Office are rude.
- Response:** Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.
12. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
- Response:** Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
13. **Concern:** Customers were concerned about a change of ZIP Code.

- Response:** The proposed change of the ZIP Code is necessary due to 911 addressing requirements.
14. **Concern:** Customers were concerned about a possible address change.
- Response:** Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.
15. **Concern:** Customers were concerned about having to travel to another Post Office for service.
- Response:** Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
16. **Concern:** Customers were concerned about having to travel to another Post Office for service.
- Response:** Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
17. **Concern:** Customers were concerned about mail security.
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
18. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.
- Response:** If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.
19. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the

money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

20. **Concern:** Customers were concerned about obtaining services from the carrier.
Response: The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and and money order sales.
21. **Concern:** Customers were concerned about obtaining services from the carrier.
Response: The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
22. **Concern:** Customers were concerned about permit mailing.
Response: Administrative responsibility for the permit account will be or has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.
23. **Concern:** Customers were concerned about senior citizens.
Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
24. **Concern:** Customers were concerned about senior citizens.
Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Lynn Center postmaster for more information.
25. **Concern:** Customers were concerned about senior citizens.
Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
26. **Concern:** Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

- Response:** The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.
27. **Concern:** Customer expressed concern about the delivery of their medicine through the mail.
- Response:** The customer were concerned about the carrier delivering medicine. The Postal Service delivers medicine to residents throughout the United States. Packages that are perishable or have special delivery instructions such as medicine are marked by the mailer to instruct the carrier as to if the package can be left in a particular location. The Postal Service will adhere to those instructions.
28. **Concern:** Customer expressed concern that the Cluster Box Units are small & unprotected from the weather.
- Response:** The customer stated that the Cluster Box Units are out in the elements and are small. CBUs are made of high-impact polycarbonate and aluminum. These mail receptacles are weather-resistant, secure, and have large mail compartments capable of holding a great deal of mail. In addition, the units are weatherproof, even under extreme conditions. The CBUs can fully function with temperatures ranging from -40 to +145, with humidity levels up to 100 per cent and winds up to 80mph, ensuring protection against rain, sleet, snow, heat and debris.
29. **Concern:** Customer was concerned about delivering medicine.
- Response:** The customer expressed a concern regarding delivery of medicine. The Postal Service delivers medicine and perishables to residents throughout the United States. Packages that are perishable or have special delivery instructions such as medicine are marked by the mailer to instruct the carrier as to if the package can be left in a particular location. The Postal Service will adhere to those instructions.
30. **Concern:** Customer wondered if 5 day delivery was being considered
- Response:** The Postal Service has asked Congress for approval to allow 5 day delivery. However, Congress has yet to act on that decision.
31. **Concern:** Customers were concerned about later delivery of mail.
- Response:** The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day either at the administrative post office or another postal facility.
32. **Concern:** Customers were concerned about the loss of the informational center and a gather place.
- Response:** The customer have stated that the post office is the meeting place and community center. Residents may continue to meet informally, socialize, and share information at other businesses, churches, and residences in town.

33. **Concern:** Customer asked what they could do to stop the closing of their Post Office.
Response: Customers are asked to voice their concerns through the meeting this evening, through the questionnaires, through their congressional, and through petitions filed with the community.
34. **Concern:** Customer asked why not consolidate the Andover Post Office with others and leave the Andover PO open.
Response: Andover is being studied for discontinuance since there is a vacancy in the office. When there is a vacancy it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. Rural delivery is a more cost efficient means of alternate service than a brick and mortar building. Rural delivery can provide the community of Andover with effective and regular service.
35. **Concern:** Customer suggested reducing/alternating the number of hours the post office operates.
Response: Hours are determined by the workload at the post office.
36. **Concern:** Customer wanted to know why a nearby postmaster wasn't required to fill the position in Andover.
Response: The Postal Service cannot force a postmaster to go to another post office on a permanent basis at this time.
37. **Concern:** Customer was concerned about having to travel to another post office for service.
Response: Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
38. **Concern:** Customers asked why Andover post office was being discontinued while others were retained.
Response: Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
39. **Concern:** Customers asked why we are closing small post offices when it would only provide a small percentage of savings.
Response: The Postal Service is drastically looking at every opportunity to become more efficient at every level within the Postal Service. Every level of operations are being evaluated to see if there are more cost efficient ways to perform that operation.
40. **Concern:** Customers expressed concern regarding the conclusion in the window transaction survey that the retail workload required only 11 minutes per day.
Response: The window transaction survey only accounts for retail window transactions and does not include mail distribution and administrative duties. These additional duties are counted as part of a postmaster/OIC's workload, but not as window transactions.
41. **Concern:** Customers inquired about mailbox installation and maintenance.
Response: Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.
42. **Concern:** Customers inquired about the size of a CBU unit.
Response: The cluster box units are larger than a normal size 1 PO Box. They will be able to accommodate a significant amount of mail. In the event the individual unit cannot accommodate the mail, the parcel locker will be utilized.
43. **Concern:** Customers questioned as to if high level management pay was being cut as a means to cut expenses.

- Response:** Wage freezes and benefits reduction is currently being evaluated at all levels in the Postal Service.
44. **Concern:** Customers questioned as to why the Postal Service couldn't simply raise the rates to offset the losses.
- Response:** The Postal Service is facing competition from electronic communications. As a result, it is imperative that they continue to keep rates low to entice customers to continue using the Postal Service. The Postal Service is dictated by the Postal Regulatory Commission whether an increase in rate is granted or not. The rate shall not exceed the inflation-based price cap (Consumer Price Index for Urban consumers, CPI-U) on price increases.
45. **Concern:** Customers questioned if the rural carrier would be able to handle the extra workload.
- Response:** Rural carriers are paid based on an evaluation of the route. Due to the continual decline in mail volume, many routes within the Postal Service can be added to before they meet an overburdened status.
46. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.
47. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities
- Response:** Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
48. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Andover Post Office
- Response:** Courteous and helpful service will be provided by personnel at the Lynn Center Post Office and from the carrier. Special assistance will be provided as needed
49. **Concern:** Customers stated that the locks freeze on the CBUs when it snows.
- Response:** Locks can freeze during extreme cold weather conditions, but CBU maintenance can alleviate this problem. Customers are encouraged to contact the Lynn Center Postmaster if they are experiencing a problem with their locks.
50. **Concern:** Customers stated the town was incorporated and should have a postmaster
- Response:** The incorporated status of a town has no bearing on its requirements for postal services.
51. **Concern:** Customers suggested cutting management positions from the top down instead of taking services away from customers.
- Response:** The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.
52. **Concern:** Customers wanted to know who would make the final decision to discontinue the Andover Post Office.
- Response:** The final decision to close a Post Office will be made by the Vice President of Retail and Delivery Operations in Washington, DC.
53. **Concern:** Customers wanted to know why the Postal Service is looking at small cost cutting measures and not large cost cutting measures.

Response:

The Postal Service is looking at every opportunity within its power to reduce costs. A reduction from 6 day delivery and the deferred payment to the retirement fund are two substantial expenses that are currently seeking congress approval. In the meantime, the Postal Service is forced to look at all means of reduction including station and post office discontinuance in areas where service can be provided by an alternate means.

54. Concern:

Customers were concerned why the postmaster position was not filled.

Response:

All management positions were frozen in anticipation of the reorganization efforts.

55. Concern:

Customers were concerned about a change of address

Response:

Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

56. Concern:

Customers were concerned about obtaining accountable mail and large parcels

Response:

The carrier will attempt delivery of accountable items and large parcels to the customer's residence. If you are not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Lynn Center Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

57. Concern:

Customers were concerned about obtaining services from the carrier

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

58. Concern:

Customers were concerned about senior citizens

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers should contact the Lynn Center Postmaster for more information.

59. Concern:

Customers were concerned about the delivery of their medicine through the mail.

Response:

The Postal Service delivers medicine to residents throughout the United States. Packages that are perishable or have special delivery instructions such as medicine are marked as such a manner by the mailer to instruct the carrier as to if the package can be left in a particular location. The Postal Service will adhere to those instructions.

60. Concern:

Customers wondered if it was possible for 1 postmaster to overlook several Post Offices to save money.

Response:

The Post office is considering several different options at this time including a restructuring of the management duties of postmasters. However, at this time this option is not being considered when effective and regular service can be provided to the community through a more cost efficient alternate means.

61. Concern:

Customers wondered if the Postal Service would consider shortening the hours at the Andover Post Office instead of discontinuance.

Response:

Hour reduction is not feasible when effective and regular service can be provided to the community by a more cost efficient alternate means.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.

2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Andover is an incorporated community located in HENRY County. The community is administered politically by City. Police protection is provided by the Henry County Sheriff. Fire protection is provided by the Osco/Andover Fire Department. The community is comprised of Quite a few retirees, most of young people are commuters, and many farmers, and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Augustana Lutheran Church Jenny Lind Chapel American Legion Andover Town Hall Andover Fire Department, Andover Cafe Casey's Central Bank Hair Hutch . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Andover Post Office will be available at the Lynn Center Post Office. Government forms normally provided by the Post Office will also be available at the Lynn Center Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customer expressed a concern about nonpostal services. |
| Response: | Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency. |
| 2. Concern: | Customer expressed a concern about nonpostal services. |
| Response: | Nonpostal services provided at the Post Office will be available at the Lynn Center Post Office. Government forms normally provided by the Post Office will also be available at the Lynn Center Post Office or by contacting your local government agency. |
| 3. Concern: | Customer expressed a concern about nonpostal services. |
| Response: | Nonpostal services provided at the Post Office will be available at the Lynn Center Post Office. Government forms normally provided by the Post Office will also be available at the Lynn Center Post Office or by contacting your local government agency. |
| 4. Concern: | Customer expressed a concern about the loss of the community bulletin board at the Post Office. |
| Response: | Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information. |
| 5. Concern: | Customer expressed a concern about the loss of the community bulletin board at the Post Office. |

Response:

Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

6. **Concern:**

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:

Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The Lynn Center Post Office may have a public bulletin board which may be used to post the same information.

7. **Concern:**

Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses if cluster box units are utilized.

8. **Concern:**

Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses if cluster boxes units are utilized.

9. **Concern:**

Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

10. **Concern:**

Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

11. **Concern:**

Customers felt the loss of the Post Office would discourage new businesses from coming to the community.

Response:

Businesses generally require regular and effective postal services, and these will always be provided in the community. There is no indication that the business community will be adversely affected. Most new businesses moving to the community do not depend on the location of a Post Office, but on the provision of effective and regular postal services. Carrier service will accommodate future growth.

12. **Concern:**

Customers felt the Post Office should remain open since they paid taxes.

Response:

The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

13. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

14. **Concern:**

Customers questioned the economic savings of the proposed discontinuance.

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

15. Concern:

Customers were concerned about growth in the community.

Response:

The growth of a community does not depend on the location of a Post Office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

16. Concern:

Customers expressed concern for loss of community identity

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of Andover and 61233 in addresses.

17. Concern:

Customers felt the loss of a post office would have a detrimental effect on the business community

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the Andover Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

18. Concern:

Customers were concerned about growth in the community

Response:

The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on September 30, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 22,330 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 5,112</u>
Total Annual Costs	\$ 49,391
Less Annual Cost of Replacement Service	<u>- \$ 27,061</u>
Total Annual Savings	<u>\$ 22,330</u>

A one-time expense of \$ 20800 will be incurred for the movement of this facility.

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Andover, IL Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Lynn Center Post Office, located three miles away. Service will be provided to cluster box units (CBUs).

The postmaster retired on September 30, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Andover Post Office provided delivery and retail service to 240 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 11. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$22,330 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Andover Post Office and Lynn Center Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Andover Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Andover Post Office and Lynn Center Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

10/11/2011

Date

Item #50



December 22, 2011

MEMO TO RECORD

SUBJECT: Andover, IL Post Office Record Corrections

After review of the Administrative Record for the discontinuance of the Andover, IL Post Office, the following information is added to clarify certain factual statements. The information below is organized by the item number corresponding to the Administrative Record.

Item No. 33

Page 3 of Item No. 33 includes a statement that "[t]he proposed change of the ZIP code is necessary due to 911 addressing requirement." This is incorrect. If the community had elected delivery to curbside rural mailboxes, the ZIP code would have changed to 61262. Since mail will instead be delivered to Cluster Box Units, the community of Andover, IL 61233 will retain its community name and ZIP code.

Page 12 of Item No. 33 includes a statement that there will be a one-time expense of \$20,800 for movement of the facility. This should be corrected to state that there will be a one-time expense of \$20,800 for the installation of CBUs. The CBUs will be placed on public property in a location determined by city officials. There are several locations in Andover that would be appropriate for installation of the CBUs.

Item No. 47

Page 3 of Item No. 33 includes a statement that "[t]he proposed change of the ZIP code is necessary due to 911 addressing requirement." This is incorrect. If the community had elected delivery to curbside rural mailboxes, the ZIP code would have changed to 61262. Since the decision was made to deliver mail to Cluster Box Units, the community of Andover, IL 61233 will retain its community name and ZIP code.

Page 12 of Item No. 33 includes a statement that there will be a one-time expense of \$20,800 for movement of the facility. This should be corrected to state that there will be a one-time expense of \$20,800 for the installation of CBUs. The CBUs will be placed on public property in locations determined by city officials. There are several locations in Andover that would be appropriate for installation of the CBUs.

Kerry Nichols
Post Office Review Coordinator
Hawkeye District